



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

Date: 9/25/11	Interviewer: Laura Langley	RFA #12 – 18
Person(s) Requesting Assistance: [REDACTED]		
Contact Numbers (telephone, e-mail, etc.): [REDACTED]		
Status of Person(s) Interviewed (title, position, student status, etc.): student		
Requested Assistance Pertaining To (name, position, policy, project, etc.): Student Business Office		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student X
 Concern Regarding: Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

Category: *(Please check at least one)*

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|--|--|---|-------------------------------------|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin | X Race | X Religion | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Sex/Gender | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
9/25/2012	Laura Langley intake with [REDACTED]	<p>Laura conducted intake. [REDACTED] sister [REDACTED], was there for support at [REDACTED] request (see signed permission statement in file). [REDACTED] is a [REDACTED] major graduating this quarter.</p> <p>She went to the Student Business Office (SBO) yesterday to remove a hold that is on her account so that she can register for classes. [REDACTED] was directed by a helpful person in the SBO to Financial Aid, and a helpful person in Financial Aid directed Sahra back to the SBO, telling her to speak with [REDACTED] in that office. [REDACTED] says she was ignored when she went back to the SBO and that [REDACTED], who is a student worker, ignored her and left. [REDACTED] asked for their supervisor and [REDACTED] told her the hold needed to be removed by Financial Aid via a petition. [REDACTED] says the WWU website states that she doesn't need to petition, and that [REDACTED] in Financial Aid left [REDACTED] a message saying this.</p> <p>[REDACTED] feels confused and disappointed. She says every other student who came into the SBO was treated with respect and helped. All the other students</p>

		<p>who came in where Caucasian, as was everyone working in the SBO. She feels she was treated differently because she is Black and Muslim.</p> <p>█████ wants the hold lifted so she can register and does not want to be ignored by employees.</p>
9/25/2012	LKL conversation with █████	<p>█████ is not available for the next half hour. He apparently does not know there is a voicemail from █████.</p>
9/25/2012	LKL t/c with █████	<p>█████ does not need to petition because it is not federal aid. But she cannot register because her alternative loan hasn't yet been certified and SBO needs an email notification that the money will pay out before the hold can be lifted. The certification will go to █████ in Financial Aid, and she needs to email it to █████ called █████ about this and the certification usually comes through within the week. He will call her again now and then call us back. █████ should get everything in line with her professors and tell them it's her last quarter.</p> <p>█████ spoke and she will tell him as soon as certification comes through. █████ will explain this to █████.</p>
9/25/2012	LKL t/c to █████	<p>Laura told █████ that █████ will meet with her to explain what's still needed.</p>
9/25/2012	LKL and SGS meeting with █████ and █████	<p>█████ never paid spring tuition and fees, and these fees are with a collection agency. █████ applied for \$13,000, which is enough to cover all that's due. There is no record of the certification as of this morning. █████ usually receives it w/in 24 to 48 hours of the borrower completing requirements with the lender.</p>
9/28/2012	LKL l/m for █████	<p>Calling to check status. Please call.</p>
9/28/2012	Call from █████ to LKL	<p>The loan was certified on Wednesday. The hold has been removed and she can register. She's all set. █████ had gone to see █████ with her sister after EOO met with █████ and he explained what needed to happen, and in a few hours SBO had received all the paperwork they needed.</p>
10/2/2012	LKL l/m for █████	<p>Calling to follow up and see if her concerns are resolved. Please call.</p> <p>No further contact from █████.</p>